

State of Michigan Certification/Decertification Training Plan

General Information

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Privacy Information

This document may contain information of a sensitive nature. This information should not be given to persons other than those who are involved in the Certification/Decertification project or who will become involved during the lifecycle.

Change Control

The following information is being used to control and track modifications made to this document.

Revision Date	Author	Section(s)	Summary
November 1	Shawn Bauman	General Info.	Updated general information

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1. Introduction

The purpose of this training document is to identify the instructional needs of the Certification/Decertification training requests from the field. Specifically, this document will include learning objectives, a course content outline, instructional strategies, and required media (i.e., handouts, job aids, PowerPoints, etc.).

1.1 Scope

This is advanced training on a specialized topic delivered in an instructor-led training format. The curriculum requires participants to interact with the following systems: MiCSES (Michigan Child Support Enforcement System), CIMS (Customer Information Management System), and CSES legacy system. The training is designed for Friend of Court (FOC) workers who monitor, research, and process cert/decert cases.

1.2 Objectives

This course will provide the necessary tools to help FOC child support professionals increase their skills and knowledge when researching and interpreting certification and decertification information in CIMS, CSES and MiCSES.

Upon completion of the course, participants will be able to:

- Describe why and how the IV-D agency redirects support when members are on assistance
- Identify related screens in CIMS and CSES for researching information that provide cert/decert details
- Locate certification/decertification documentation for future reference to reinforce concepts and continue learning
- Follow the standard cert/decert research steps and interpret information for the relevant IV-D case/docket in order to complete the updates on MiCSES
- Complete a research scenario using the tools and knowledge acquired in training

The training agenda for this class:

Day 1: Cert/Decert Basics (3 ½ hours)

- I. Introduction
- II. Overview
 - o IV-A and IV-D Programs
 - o Assignment of Rights (DHS-1171)
 - o Assistance Types
 - o Arrears Categories (Buckets)
 - o Assistance Status codes
 - o Automatic vs. Manual Process

III. System Navigation

IV. Resources

Day 2: Scenarios (8 hours)

- V. Introduction
- VI. Scenarios
- VII. Practice Activity
- VIII. Question/Answer

IX. Review

Estimated Length of Training Session: 1 ½ days

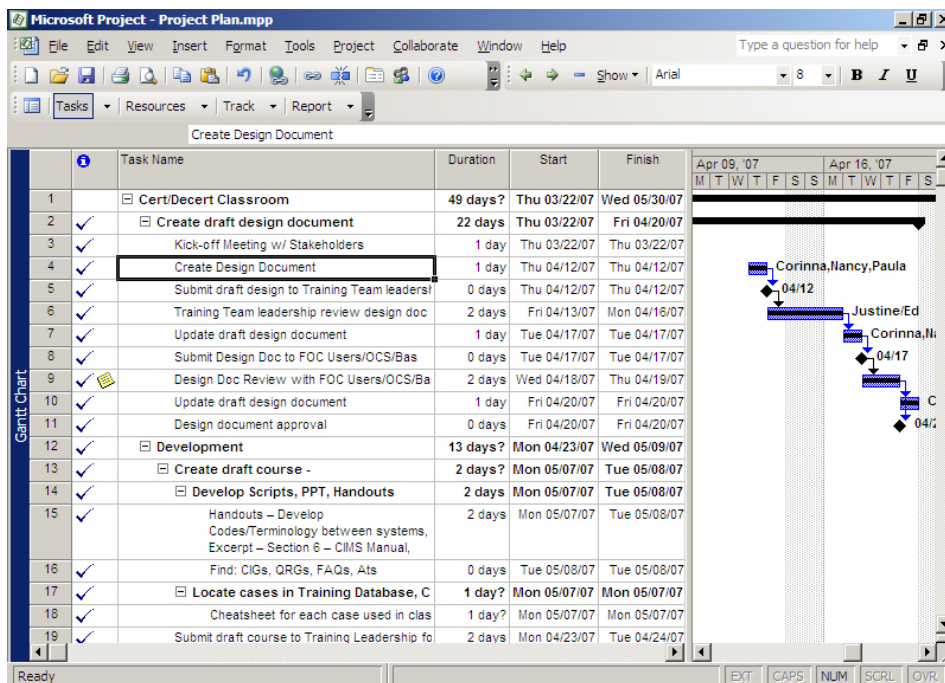
1.3 Background

MiCSES is the Michigan Child Support Enforcement System used by IV-D professionals to manage child support cases. The Customer Information Management System (CIMS) is primarily used by IV-D professionals for inquiry and research for certification, decertification, and obligation assignment related to Temporary Assistance for Needy Families (TANF) (IV-A), Medicaid (Title XIX), and Foster Care (IV-E) cases.

This instructor-led training is intended to teach the way in which MiCSES interacts with CIMS and the CSES legacy system.

1.4 References

Microsoft Project – Project Plan



Cert/Decert Project Plan

See Attachment A for complete project plan.

2. Training Requirements

The training is intended for Friend of the Court child support workers. Specifically the workers perform case management and financial functions. The general work environment is within an office setting where staff members complete their work at computer workstations and manage child support cases in MiCSES.

2.1 Roles and Responsibilities

Training staff are involved with the following phases of training: analysis, design, development, implementation and evaluation. As part of the course development MiCSES Business Analysts, IV-D Policy Staff, FOC workers, and IV-A systems management staff are consulted in development and review.

2.2 Training Evaluation

Level 1 and level 2 evaluations are completed to determine the effectiveness of the course. The level 1 evaluation is completed online, and the level 2 evaluation is completed in class through practice activities. The course is modified based on feedback from the level 1 evaluation and from post training email and telephone communication with FOC staff who attended the training. Adjustments to the course are made whenever the analyses of the suggested changes determine a course update is needed.

See Attachment B for complete evaluation.

3. Training Strategy

The course is an instructor-led type of training that is a day and a half in length. The courses are held at six DHS Office of Professional Development (OPD) Training Centers throughout the state. Classrooms include 12-18 computer workstations. Computers are equipped with necessary software to train the cert/decert classes. Computers are also connected to the state network in order to access the MiCSES training practice region, CIMS, and the CSES legacy system.

3.1 Training sources

Training was developed by OCS (Office of Child Support) Training Services and MiCSES Project training contract staff.

3.2 Pilot Class

Two pilot training sessions were delivered to selected FOC county case workers, MiCSES project staff, OCS Policy staff, OCS Training Services Manager and Training Lead. Training was revised based on feedback from the pilot audience.

3.3 Dependencies/Constraints/Limitations

The cert/decert training delivery is dependent on access to the MiCSES training regions, OPD Center training room availability, and other budgetary or travel restrictions.

4. Training Resources

The essential resources for this course include: MiCSES, CIMS, CSES legacy, OCS policy documentation, MiCSES system documentation, and complete practice activity data sheets, which include child support cases with cert/decert information.

Due to the complexity of the topic, the development of the course is estimated at 60 hours per instructional hour; this includes research, design, development, and trainer education.

There were four trainers over a four month period who delivered the training statewide.

Other groups that participated in course research include MiCSES Business Analysts, IV-D Policy Staff, IV-A systems management staff, and the MiCSES Technical Control Group (TCG).

5. Training Environment

Training delivery requires a training room with 12-18 computer workstations. Computers must be equipped with necessary software (i.e., Windows XP, Oracle JInitiator, GLCSES, and CIMS) in order to train the cert/decert classes. Computers must be connected to the state network in order to access the MiCSES training practice region, CIMS, and the CSES legacy system.

DIT Field Service must ensure that the computer workstations are maintained and that the appropriate software is installed.

Finally, the training must have a prepared MiCSES training database.

6. Training Materials

Training materials include a trainer script (i.e., a detailed instructor guide), training workbooks, the CIMS manual, error reports, demonstrations, and a PowerPoint presentation. Practice sessions are completed using the practice activity data sheet. The CIMS manual provides detailed instructions, which were discussed during the training and may be used back at the office and is also accessible through a secure intranet website.

Attachment A: Cert/Decert Project Plan

I. Cert/Decert Training Project Plan

ID	Task Name	Duration	Start	Finish	Resource Names
1	Cert/Decert Classroom	49 days?	Thu 03/22/07	Wed 05/30/07	
2	Create draft design document	22 days	Thu 03/22/07	Fri 04/20/07	
3	Kick-off Meeting w/ Stakeholders	1 day	Thu 03/22/07	Thu 03/22/07	
4	Create Design Document	1 day	Thu 04/12/07	Thu 04/12/07	Corinna,Nancy,Paula
5	Submit draft design to Training Team leadership	0 days	Thu 04/12/07	Thu 04/12/07	
6	Training Team leadership review design doc	2 days	Fri 04/13/07	Mon 04/16/07	Justine/Ed Nausieda
7	Update draft design document	1 day	Tue 04/17/07	Tue 04/17/07	Corinna,Nancy,Paula
8	Submit Design Doc to FOC Users/OCS/Bas	0 days	Tue 04/17/07	Tue 04/17/07	
9	Design Doc Review with FOC Users/OCS/Bas	2 days	Wed 04/18/07	Thu 04/19/07	
10	Update draft design document	1 day	Fri 04/20/07	Fri 04/20/07	Corinna,Nancy,Paula
11	Design document approval	0 days	Fri 04/20/07	Fri 04/20/07	
12	Development	13 days?	Mon 04/23/07	Wed 05/09/07	
13	Create draft course -	2 days?	Mon 05/07/07	Tue 05/08/07	
14	Develop Scripts, PPT, Handouts	2 days	Mon 05/07/07	Tue 05/08/07	Paula,Nancy
15	Handouts – Develop Codes/Terminology between systems, Excerpt – Section 6 – CIMS Manual, PADs/Database	2 days	Mon 05/07/07	Tue 05/08/07	
16	Find: CIGs, QRGs, FAQs, Ats	0 days	Tue 05/08/07	Tue 05/08/07	
17	Locate cases in Training Database, CSES, CIMS	1 day?	Mon 05/07/07	Mon 05/07/07	Nancy,Paula
18	Cheatsheet for each case used in class	1 day?	Mon 05/07/07	Mon 05/07/07	
19	Submit draft course to Training Leadership for review	2 days	Mon 04/23/07	Tue 04/24/07	Justine/Ed
20	Incorporate revisions to course	3 days	Wed 04/25/07	Fri 04/27/07	Nancy,Paula

21	Training Team leadership submits course to Editor for review	1 day	Mon 04/30/07	Mon 04/30/07	
22	Incorporate revisions to course	2 days	Tue 05/01/07	Wed 05/02/07	Nancy,Paula
23	Training Team leadership submits course to OCS/Bas for review	3 days	Thu 05/03/07	Mon 05/07/07	
24	Incorporate revisions to modules	2 days	Tue 05/08/07	Wed 05/09/07	Nancy,Paula
25	Course approval	0 days	Wed 05/09/07	Wed 05/09/07	
26	Delivery	31 days?	Tue 04/17/07	Wed 05/30/07	
27	Determine pilot approach (to include participants)	1 day?	Tue 04/17/07	Tue 04/17/07	Justine/Ed
28	Invite pilot participants	1 day?	Fri 04/27/07	Fri 04/27/07	Justine/Ed
29	Produce pilot materials	1 day?	Thu 05/10/07	Thu 05/10/07	Corinna,Nancy,Paula
30	Deliver pilot training	2 days	Fri 05/11/07	Mon 05/14/07	Corinna,Nancy,Paula
31	Evaluate pilot	1 day	Fri 05/25/07	Fri 05/25/07	Corinna,Nancy,Paula
32	Incorporate user feedback	1 day	Mon 05/28/07	Mon 05/28/07	Corinna,Nancy,Paula
33	Produce course materials	1 day	Tue 05/29/07	Tue 05/29/07	Corinna,Nancy,Paula
34	Start delivery of courses	0 days	Wed 05/30/07	Wed 05/30/07	

Attachment B: Level 1 Evaluation

Directions: Rate all that apply

Subject	Excellent	Good	Fair	Needs Improvement	Unacceptable
Content of Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall Objectives Met	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Skills/Knowledge/Competency Improvement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Effectiveness of Instructional Method (lecture, class activities, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Effectiveness of Written Materials (PowerPoint, handouts, workbook)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Applicable to my work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did this training meet your needs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall Rating for the Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Instructor #1:					
Presentation Skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Content Knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to adapt to participant level of learning/training needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pace of Presentation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Overall Effectiveness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Instructor #2:					
Presentation Skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Content Knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to adapt to participant level of learning/training needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pace of Presentation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall Effectiveness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If you rated any item unacceptable, please explain in the comment area on the reverse side of the form					

Comments:

If you rated an item as unacceptable, please explain:

What will you do to apply what you have learned to your job?

What was the most valuable part of the course to you? Why?

Do you have any other comments about this course or the presenter(s)?

Do you have any suggestions for new courses?

Any other comments?

We appreciate your comments so we can make this course and others more effective. Your comments are confidential; however, you may indicate your name if you would like to us to contact you.

6.1. Update/Revise Training Materials

There is a materials manager who monitors MiCSES release tasks that impact the cert/decert training curriculum. Additionally, as research continues on system process and new information is discovered, updates to the CIMS manual and other training materials are made. Finally, improvement to training delivery and documentation are made base user feedback, additional research, and system enhancements.

Approval Information

The signatures relay an understanding of the purpose and content of the document by those endorsing it.

☐ Approve

☐ Approve with Modifications

☐ Reject

Comments:

"Click **HERE** and Type"

	Name / Title	Initial Signoff	Date	Final Signoff	Date
Client Sponsor					
DIT Sponsor					
Project Manager					

Example Course Outline

Course Outline

OBJECTIVES: Upon completion of the training, students will be able to accomplish the following:

1. Access the system
2. Query the system
3. Generate reports

DURATION: 1-day session from 9:30 a.m. to 4:30 p.m.

MORNING SESSION:

- System Overview
- Log on, Log off
- Special Keys
- Edits and Error Messages
- Menus and Options
- Work Flow function 1
 - ✓ What the function does
 - ✓ Special functions unique to this option
 - ✓ Exercise - Use the function

AFTERNOON SESSION:

- Function 2
- Function 3
- Special Features
- Summary and/or Workshop Session(s)
- Question and Answers
- Evaluation